Quick Reference

- Google Outages Status
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Google Outages Status

How to Request Remote Assistance

Common Chromebook Issues

Touchscreen Malfunctions

◈**False Touches** - This manufacturer defect is characterized by the touchscreen clicking about the screen without the user's action. Windows may pop up, apps may close, and menus can open and close rapidly. Screen replacement is required at this point.

◈**Burnt Pixels** - This defect is characterized by dark spots, usually on the bottom of the screen. In some cases, the spot is small and the CB is still usable. However, if the spot grows and obscures the screen's contents report it for replacement.

◈**Glitchy Screen** - This defect is characterized by the screen flickering in brightness and color when positioning the screen. Can also be reproduced if the screen is flexed gently. This can be due to a loose or damaged LCD cable caused by repeated or forceful opening and closing of the CB screen.

Battery/Charging Issues

◈**Battery Not Charging** - This could have multiple causes.

The following picture shows the various states the Battery LED represents.

Figure 1: Chromebook 3100 Battery Status LED location

Power Source	LED Behavior	System Power State
AC Adapter	Solid White	Charging (Full) (S0 - S5)
AC Adapter	Solid Amber	Charging (S0 - S5)
Battery	Solid White	Discharging (S0)
Battery	Breathing White	Discharging (S3)
Battery	Off	Discharging (S5)
Battery	Blinking Amber	Battery Error (S0 - S5)

- **S0 (ON)** — System is turned on.
- **S3 (Sleep)** — System is in sleep state.
- **S5 (OFF)** — The system is in a shutdown state.

The most common cause is that the battery has been damaged by either a defective charger, using a charger not designed specifically for the CB, or the system has experienced a power surge. In either of these cases the battery will need replacement.

Sometimes the charging port on the CB or the charge cable connector can accumulate debris that will prevent the battery from charging so make sure these areas are clean. Please DO NOT attempt to clean these areas with electrically conductive objects such as paper clips, staples, mini screwdrivers, or pencil lead. This will do further damage. Turn CB into IT Staff for professional cleaning.
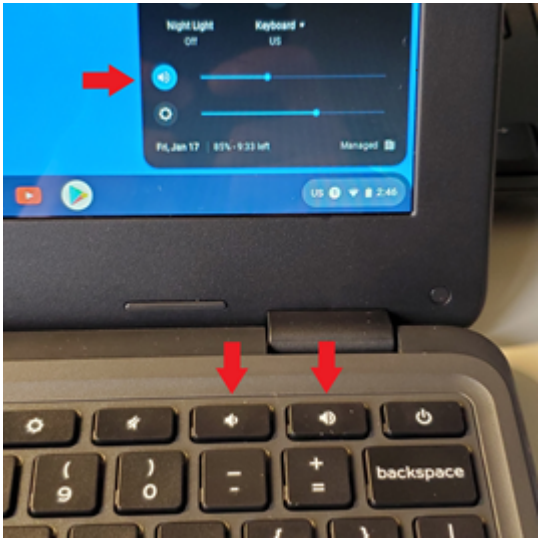
Operating System Issues

◈**Chromebook Won't Turn On** - Of all the CB issues, this is the most common.

Make sure the CB has sufficient battery charge

Sound Issues

◈**No Sound With Headphones** - Check the headphone jack for debris/damage. Also check the headphone plug for damage. Lastly, check to see if the volume is turned up by using the volume up/down buttons and with the volume slider in the quick menu.
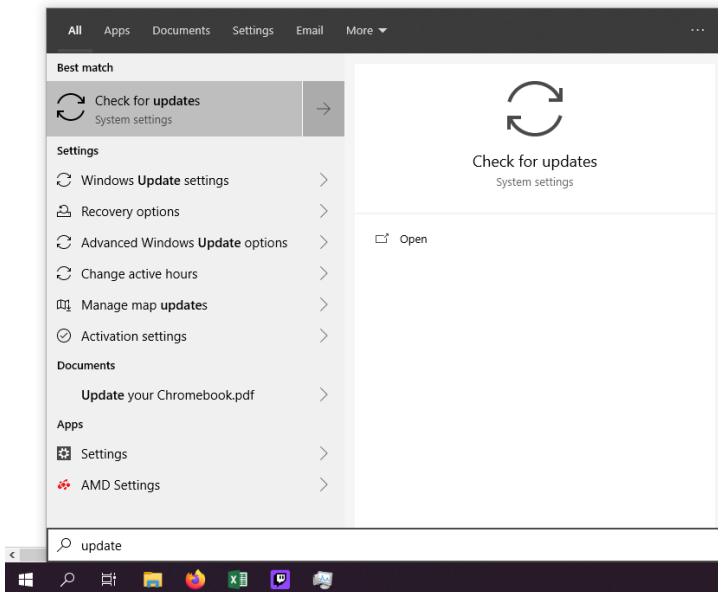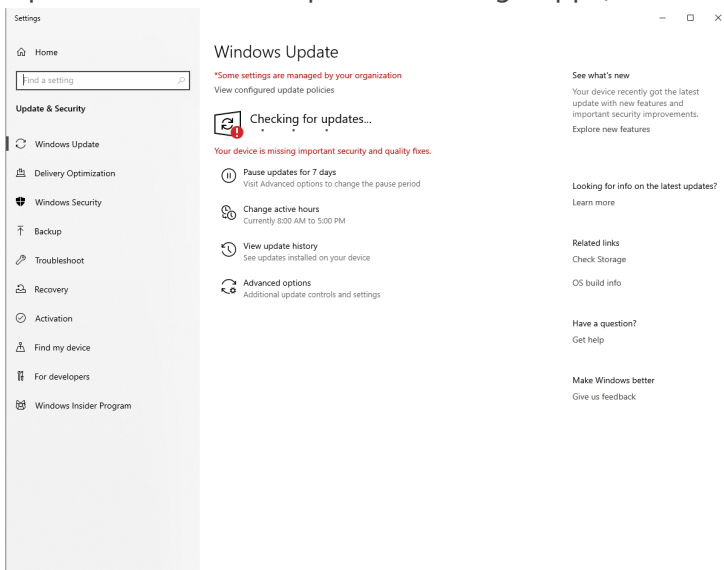
How to Update Windows Workstations
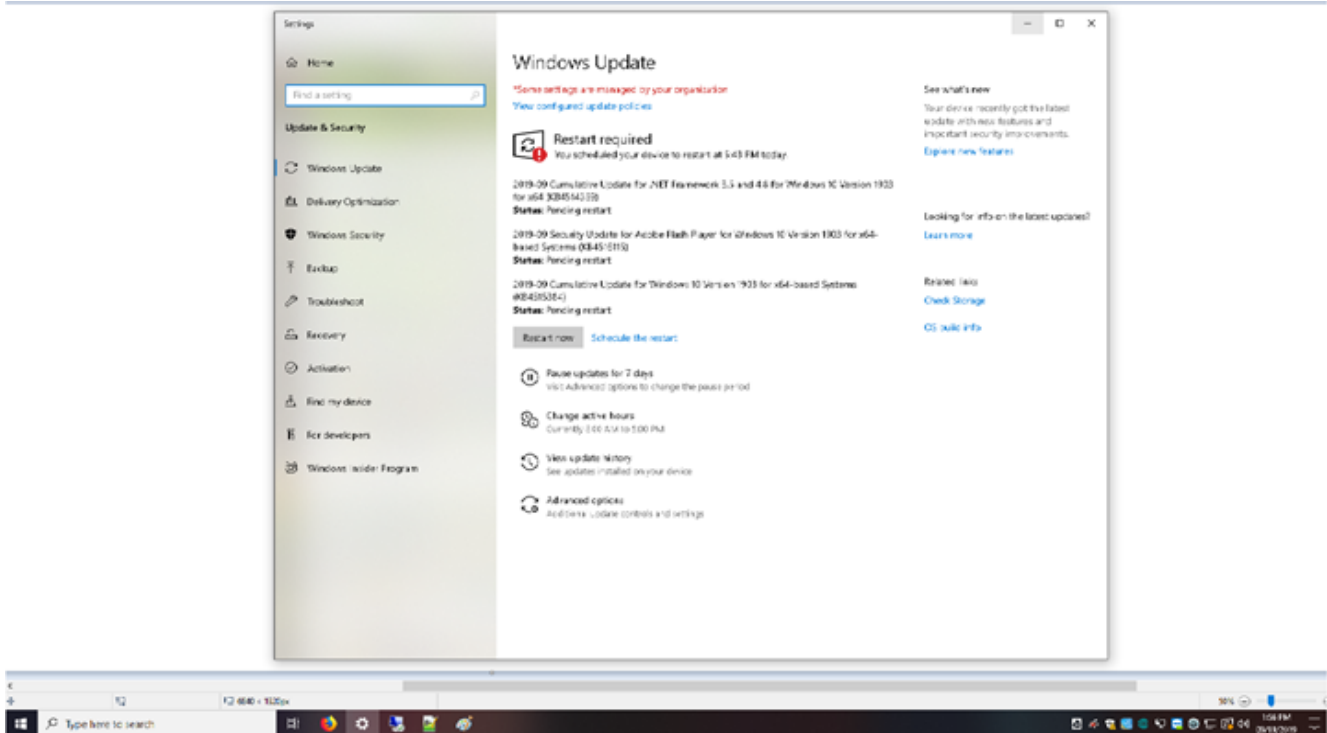
1. Press the Start Key

2. Just start typing the word Update.

3. Open the Check for Updates Settings App (It will automatically start searching for Updates)

4. Once the Updates have Been downloaded and Prepped it will give you the Option to Restart to Apply the Updates

Frequently Asked Questions